MC900288988[1]

Hillfoot Surgery

Patient Participation Group

12th December 2019

6pm-7pm

**Attending:- Apologies:-**

Dr Inoka Sixsmith LW

Mrs Alison Stewart - Practice Business Manager NC

Mrs Gillian Higgins – Deputy Practice Manager DW

Ms Nicola Greaves - Community Development Manager

RS

DH

CS

NJ

1. **Welcome and Introduction**

All members present introduced themselves.

1. **Update of Staff Changes since the last meeting.**

Gillian Higgins gave an update on staff changes over the last year.

We have recruited 3 x part time receptionists over the last year to replace staff 1 full time receptionist and to cover time lost when our receptionist/HCA increased the HCA hours.

Lisa one of our receptionists has been recruited by the Primary Care Network as Network Manager, assisting Alison.

Our 2 Phlebotomists, 1 practice based and 1 for the locality are still continuing their Health Care Assistant courses.

Due to illness, we recruited a Phlebotomist on a 6 month secondment. The secondment has come to an end and we are currently using nursing staff from within the practice to cover the home visit bloods until Carly returns to work.

We have employed Francene Taylor as a ‘Frailty Nurse’ 21.5 hours per week and Paula Naylor to work in the dressings clinic.

The dressings clinic started at 12 hours a week, but has proven a success over the network and has now increased to 24 hours weekly.

Frederique our ‘Tier 2’ Physiotherapist retired, but was replace by Sean Dadswell. Sean now does 2 sessions weekly on a Wednesday and Friday morning, compared to one session previously. These appointments can be booked into directly by patients, without having to see a GP first.

We currently have a ST1 registrar, Dr Jessica Roscoe who will stay with us until early February 2020, after this the Practice will be getting a ST3 registrar following Dr Roscoe.

We have recently recruited a reception supervisor, Donna Freeman. Donna will start with us full time from January 2020.

We have also recruited Brinder Sandhu a pharmacist in November to help streamline the ever increasing prescription requests.

RS gave positive feedback on the staff within the Surgery, stating we were kind and helpful.

RS thought the difficulties were actually getting to see a GP, but once an appointment was made staff were thought to be pleasant and helpful.

1. **New Services in the Practice and across the 7 Practices in Pudsey, now known as West Leeds Primary Care Network**

Alison Stewart updated on new services that were running at the practice and within the Primary Care Network. Alison gave an overview of collaborative working across the 7practices within our Locality, with 69,000 patients and explained the 5 year plan that started on 1st July 2019.

We have receiving funding for 2 Pharmacists to work across the network. This in turn will relieve the GPs of the many prescriptions requests received daily.

We have also recruited a Social prescriber and another member starting in January 2020. 28% of patients do not need to see a GP they would be better dealt with by other institutions, Mental Health patients, Housing issues, Benefits advice etc.

We discussed how we could communicate the changes happening within the hub and Primary Care Network. We realise this is more difficult to do and didn’t arrive at a solution for this.

We also mentioned the reason for the change of prescription turnaround time from 48hours to 72hours. This was due to the new Pharmacist recently employed, we were allowing her more time to review medication and arrange for them to be issued in a timely manner.

There will also be a pharmacist working in the Gables extended access hub during it’s normal working hours 6pm-8pm Monday to Friday and 8.00am-1.00pm Saturday and Sunday.

NJ mentioned that when this was communicated we should have explained why we had increased the time, giving patients a better understanding.

It was also mentioned that from April 2020 we will no longer be accepting prescription requests from Pharmacies. This will not change for dossette box patients and the house bound.

The reason for this was there is a lot of duplication with regard to prescriptions. This should in turn reduce the workload within the practice and reduce medication wastage.

1. **Plans for winter, including changes to the appointment system.**

Alison explained that we are putting on an extra session on a Tuesday to assist with the Winter pressures offering patients more appointments during January and February 2020.

It was also raised about the amount of actual appointments the surgery offer on a weekly basis. We should offer, according to our contract, 505 appointments per week. We actually offer around 950 appointments, far in excess of our contractual requirements.

PPG members that attended were surprised at the amount of DNA (did not attend) appointments we have every month.

It was suggested by NJ that if we can state how many appointments we offered over the month compared to how many DNA’s we have, patients would realise the actual appointment wastage each month.

1. **Nicola’s vision for PPG**

Nicola our Community Development Manager explained to the group how she would like the PPG to be more involved.

Nicola would like to take over the running of the PPG and have more regular meetings each year (around 3 annually).

She would like more patient engagement and for PPG to join forces with PPG members from around the locality, possibly volunteering.

Nicola has been given contact details for Hillfoot’s PPG and will be contacting each of you in due course to see if you would be interested in volunteering.

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